



IMPACT

Senior Consultant

The finer detail...



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Job Title: Senior Consultant

Department: Solutions – Consulting Services

Reports to VP – Consulting Services

Location: Impact Americas, ideally commutable to an Impact office

Role Summary

Senior Consultants play many critical roles that contribute to Impact's success through effective client work, building rapport with senior executives, acting as a trusted advisor on organizational change and leadership challenges, and architecting innovative and transformative design and delivery solutions. Impact is a highly collaborative environment that requires the Senior Consultant to creatively navigate and use all resources available to solve problems and innovate across interdependent functional adjacencies to actively promote a learning culture with the global business. The Senior Consultant role provides expertise and perspective as an innovative and collaborative member of Impact's Client Service Teams, positioning Impact to *liberate human potential* as a world-class experiential learning organization.

Duties & Responsibilities

External Client-Facing

- Act in a trusted advisor capacity, for multiple clients, leading a team of design and delivery staff, continuously engaging with clients regarding their needs and envisioning solutions on their behalf, while ensuring consistent high-quality experiences that are evaluated for behavioral change, business results and improvement.
- Design and deliver Impact's range of solutions at different business levels and across industry sectors, bringing confidence, passion, and inspiration to the client consulting process.
- Design and deliver solutions that exceed client expectations on a regional and international scale, as required, representing approximately a \$1M book of business on an annual basis.
- Leverage prior experience to develop innovative solutions in virtual and face-to-face contexts by facilitating the learning experience for participants – in real time and in the moment – around real challenges and consequential experiences.
- Lead the rest of the Impact delivery team as necessary, in line with Impact brand values and maintain a strong working knowledge of Impact's methodologies, pricing structure, client budget, contracting, and invoicing process.

Supporting Responsibilities

- Partner with Business Development to provide consulting support including sales calls, RFP submissions, proposal writing, and pricing.
- Partner with Account Directors to identify further commercial growth opportunities within existing client accounts.
- Partner with Marketing to advise and create targeted content, as needed.
- Identify and proactively seek opportunities to consistently develop personal skills and knowledge for self and others; leverage existing knowledge, skills, and experience to add to our consulting services across the team, both full-time and Associate.
- Conduct research, as needed and actively support our proposition and innovation initiatives in their creation, development, and implementation.
- Operate as a strong member of the Impact global team, as needed and participate in strategic projects that are aligned with Impact Americas and global business priorities.

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Knowledge, Skills & Abilities

- Extensive experience and digital fluency (asynchronous and synchronous) with applying experiential learning methodologies to client design and delivery solutions
- Demonstrate high performance by working autonomously in a self-directed manner and in collaboration with colleagues via strong teaming skills with the ability to support colleagues' creativity, build trust, respectfully disagree, and learn from mistakes.
- Client-focus in a fast-paced environment with the ability to work under pressure, deliver on tight deadlines, and a proven ability to prioritize and manage complex projects and multiple stakeholders concurrently.
- Passion and enthusiasm for developing people of all levels from early career to executive board level through applying innovative approaches, generating life-changing experiences.
- Willingness to go above and beyond to deliver excellent client service in the pursuit of positive results for individuals, groups, and client organizations, while maintaining programmed profitability.
- Demonstrated background of agility, comfort with ambiguity, and the ability to be decisive, resilient, and flexible.
- Excellent written and verbal communication skills, with proficiency in Microsoft Office applications, such as Teams, PowerPoint, Word, Excel, etc.
- Proficiency in languages other than English for facilitation is an advantage.

Work Context

- The Senior Consultant role is split between time working directly with clients (face-to-face or virtually) and time working from an Impact office or at home.
- Must have the ability to work non-traditional hours, as needed when engaging with global clients and global Impact colleagues.
- Must be available for longer working hours, as needed; face-to-face program engagement is typically 10 hours per day but may need to be adjusted to meet specific client requirements, in cases of unexpected occurrences, last-minute changes or delays.

Education & Experience

- 4-year bachelor's degree or combination of education and work experience
- 10 years of experience facilitating corporate/organizational learning programs
- 2+ years of experience in Learning & Development, Program Design or Human Services
- Strong background in industry, education, human resources, coaching or consultancy

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Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and 401k contribution are all in there too.
- We're a Great Place to Work® – it's official!
- Wellbeing – health care scheme available to all.
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, develop and progress in your career.
- Celebrating successes – no matter how great or small.
- Caring for each other – we always have each other's backs.
- Finding opportunities to support our local communities around the world.
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

